

to come.

What follows is an outline of my research. Most of it has focussed on the Main Mansion community. New articles will be added to this outline. So feel free to stop by to see how my research is progressing. Life at the Palace is a subsection of my online hypertext book Psychology of Cyberspace.

1. Some Definitions in the Palace Language

2. The History of the First Year (or so) of Palace

3. The Palace Experience: Tools and Techniques for Communicating

- The Psychology of Avatars and Graphical Space
- Cyberspace as Dream World: Illusion and Reality at the Palace
- Subtlety in Multimedia Chat: Ways to Say "Hello"
- TextTalk: An Art Form
- Games for Avatars
- The Showdown Between In-Person and Cyberspace Relationships

4. The Palatian Population

- Why is This Thing Eating My Life?: Addictions to Palace Life
- On Being a God: An Interview with Jim Bumgardner
- Gender-switching
- Wizards: Wisdom, Power (and your very own asterisk)
- The Bad Boys of Palace: Managing Deviant Behavior

5. The Other Worlds (how Palace compares to other chat communities)

6. Research Methods in the Palace Study

- The Case Study Method
- One of Us: Participant Observation

*** From ASCII to Holodecks ***
(an article that summarizes the Palace Study)

Your feedback on these articles are welcome (suler@voicenet.com).

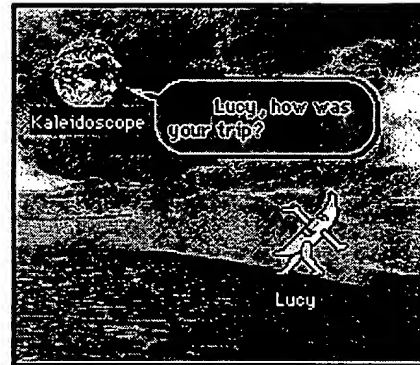
See also on other web sites:

Psychology of Cyberspace ->	Home Page	Article Index	Subject Index	Search Engine	This section first created in May 96
	John Suler, Ph.D.	Rider University	Copyright Notice		

Life at the Palace

A Cyberpsychology Case Study

The Palace is a client/server program that creates a highly visual, spatial, and auditory chat environment. It is an excellent example of the current trend toward graphical, interactive domains on the internet, sometimes referred to as "habitats," "GMUKS" (Graphical Multi-user Konversation), or, "multimedia chat." Currently, there are many Palace sites located across the internet, varying widely in technical and artistic sophistication as well as graphical themes (e.g., a futuristic Cybertown, a haunted house, Japan, Star Trek, etc.). Some sites are commercial, some private. Some even may be considered "art."



The oldest and one of the most populated sites is the Main Mansion, or simply "Main." Created and maintained by TPI (The Palace Incorporated, which later merged with Electric Communities), Mansion consists of approximately 30 rooms - including a bar, a game room, bedrooms, a study, a beach, a moor, and several surrealistic locales, such as the orbit of an alien planet and an underground space that looks like Hades. These room graphics often are used at other Palace sites. Users can move freely within and between the rooms. They talk with each other via typed text that appears in balloons that pop out from one's head, similar to characters in comic strips. A unique feature of the Palace is the ability to create icons to represent oneself. These icons, called "avatars" or "props" can be changed at will.

My research at the Palace is an ongoing, intensive case study of the psychological and social dynamics of this evolving community. What makes the Palace so fascinating is the fact that it is highly visual and spatial. This is a new dimension to social interaction on the internet, and certainly a predictor of the multimedia experiences

Set	Items	Description
S1	0	AU=(LAUFFER, R? LAUFFER R?)
S2	4869	(ONLINE? OR VIRTUAL? OR ROBOT? OR BOT? OR SHOPBOT? OR EBOT- (3N) (ADVISOR? OR AGENT? OR SALES() (PERSON? OR CLERK?) OR SA- LESPERSON? OR SALESCLERK? OR ASSISTAN? OR EXPERT? OR HELP? OR MAVEN? OR ADVICE?)
S3	59669	REALTIME? OR REAL()TIME? OR INTERACTIVE? OR CHAT? OR ICQ - OR IRC OR IM OR INSTANT()MESSAG? OR VIDEOCONFERENC? OR VIDEO(-)CONFERENC? OR CUCME OR CU()SEE()ME OR CUSEEME
S4	570513	AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
S5	2593856	INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?
S6	3	S2 AND S3 AND S4 AND S5
S7	32	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
S8	145913	CARTOON? OR AVATAR? OR SKIN? OR WIZARD? OR CARICATURE? OR - ANIMATED? OR HOLOGRA?
S9	2890	S3 AND S4
S10	1405	S9 AND S5
S11	29	S8 AND S10
S12	1415	S3(S) (S8 OR 3D OR (THREE OR 3) () (D OR DIMENSION?))
S13	2	S12 AND S2
S14	1	S2 AND S3 AND (INTERNET? OR INTRANET? OR WWW OR WORLD()WI- DE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB(-) (PAGE? OR BASE?))
S15	19	S2 AND S3
S16	13	S15 AND (S4 OR S5)
S17	73	S6 OR S7 OR S11 OR S13 OR S14 OR S16
S18	19	S17 AND IC=(G06F? OR H04L? OR H04K? OR H04N?)
S19	19	S7 AND (S3 OR S4 OR S5)
S20	35	S18 OR S19 OR S13 OR S14
S21	35	IDPAT (sorted in duplicate/non-duplicate order)
S22	35	IDPAT (primary/non-duplicate records only)

File 344:Chinese Patents ABS Apr 1985-2000/Aug
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File 347:JAPIO Oct 1976-2000/May(UPDATED 000915)
(c) 2000 JPO & JAPIO

File 350:Derwent 1963-2000/UD,UM &UP=200045
(c) 2000 Derwent Info Ltd

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S5	302030	S4(10N) (INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?)
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S7	23920	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
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S11	56	S6 AND (S7 OR S8)
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S13	18	S12 NOT PY>1998
S14	9	S13 NOT PD>980322
S15	66	RD S6 (unique items)
S16	33	S15 NOT PY>1998
S17	22	S16 NOT PD>980322
S18	311	S3(S)S8
S19	150	S18(S)S7
S20	149	S3(10N)S8(10N)S7
S21	141	S20 AND (S4 OR S5)
S22	24	S10(S)S5
S23	28	S20 AND S5
S24	103	S11 OR S15 OR S23
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S27	26	S26 NOT PD>980322
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File 613:PR Newswire 1999-2000/Sep 21 (c) 2000 PR Newswire Association Inc		
File 813:PR Newswire 1987-1999/Apr 30 (c) 1999 PR Newswire Association Inc		
File 141:Readers Guide 1983-2000/Aug (c) 2000 The HW Wilson Co		
File 239:Mathsci 1940-2000/Oct (c) 2000 American Mathematical Society		
File 370:Science 1996-1999/Jul W3 (c) 1999 AAAS		
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
Full Text

Database

VisualChat

Connection	
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Port:	<input type="text" value="5555"/>

User	Login as
Name: <input type="text"/>	<input type="radio"/> New User
Password: <input type="text"/>	<input checked="" type="radio"/> Existing User
Password (Verify): <input type="text"/>	

Status: 

Visual Chat

Visual Chat is an avatar based java chat system, featuring 3d perspective, upload of user images, different emotions with connectable keywords, public and private rooms and an intuitive graphical user interface.

Visual Chat is 100% Freeware

Interested in embedding Visual Chat within your homepage? It's as easy as copy and paste. Or what about even setting up your own Visual Chat Server? Check the [Visual Chat Installation Page](#) for details.

Visual Chat Mailing List

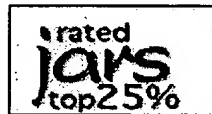
Join the **Visual Chat Mailing List** and keep being informed about the latest developments and new features. Just enter your e-mail address below, then click the 'Join List' button. You can cancel your subscription at any time.

-Mail address: **Join List**
LISTBOT

Visual Chat Credits

- Theodorich Kopetzky
- Koppi
- Hannes Wöckinger
- Christian Commenda
- Miriam Toiber

Awards won by Visual Chat



**Award
Winner**
WarrenD Online
Website Awards



Created: May 1st, 1998
Updated: August 6th, 2000

```
<%@ LANGUAGE="VBSCRIPT" %> <% Response.Expires = 0 DIM HOST HOST =  
Request.ServerVariables("HTTP_HOST") IF HOST <> "www.hellopop.com" THEN  
Response.Redirect "http://www.hellopop.com" END IF %>
```



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Be our BizBuddy!
Talk to us with AOL
Instant Messenger



LIVE HELP

The FaceTime Instant Customer Suite includes the following:

Instant Messaging: Enables customers to reach your live agents with just a click from the familiar AOL Instant Messenger, Microsoft Messenger or other public network messengers. Instant messaging also alerts your business to which of your customers are online, so you can send them notices of specific interest to that customer, and the customer can instantly respond and interact with a live agent.

Chat: Enables your customers to click on an icon on your site to receive live sales and customer service assistance from your agents.

Email Management: Routes and prioritizes your customers' email quickly and efficiently.

Supervisory and Management Tools: Enables you to access business intelligence critical for planning and managing web traffic.

[Supportal](#)
[Smart Link](#)

More About The FaceTime Instant Customer Suite

Implementation

ASP (Application Service Provider)

With FaceTime, you have a choice of how you want to implement Instant Customer. With proven strength as an ASP provider, we will manage your FaceTime applications in our data centers, allowing you to focus on your company's core competencies.

On-premise Implementation Option

Large enterprises may want to consider the option of implementing FaceTime Instant Customer as an on-premises Enterprise product.

Application and Database Level Integration

FaceTime services are designed to easily integrate with alternative database systems or we can connect our services with others at the application level. Our fully staffed Professional Services organization is available to work on a custom solution to meet your needs.

For more information about FaceTime's Products you can:

- Send us an instant message at AOL Instant Messenger BizBuddyName, FaceTim
- Email us at sales@facetime.com
- Or phone: (650) 574-1600

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Set	Items	Description
S1	0	AU=(LAUFFER, R? LAUFFER R?)
S2	5209	(ONLINE? OR VIRTUAL? OR ROBOT? OR BOT? OR SHOPBOT? OR EBOT- ?) (3N) (ADVISOR? OR AGENT? OR SALES() (PERSON? OR CLERK?) OR SA- LESPERSON? OR SALESCLERK? OR ASSISTAN? OR EXPERT? OR HELP? OR MAVEN? OR ADVICE?)
S3	61	S2(10N) (REALTIME? OR REAL()TIME? OR INTERACTIVE? OR CHAT? OR ICQ OR IRC OR IM OR INSTANT()MESSAG? OR VIDEOCONFERENC? OR VIDEO()CONFERENC? OR CUCME OR CU()SEE()ME OR CUSEEME)
S4	341605	AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
S5	14045	S4(10N) (INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?)
S6	2	S3(S)S5
S7	621	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
S8	460	S2(S) (CARTOON? OR AVATAR? OR SKIN? OR WIZARD? OR CARICATUR- E? OR ANIMATED? OR HOLOGRA? OR IMAGE? OR GRAPHIC? OR CHARACTE- R? OR VIDEO)
S9	3	S3 AND S5
S10	20	S3 AND S7
S11	19	S3 AND S8
S12	19	S3(S)S8
S13	30	S5 AND S8
S14	31	S5(S)S7
S15	26	S5(S)S8
S16	5	S3 AND S7 AND S8
S17	39	S2(5N) (REALTIME? OR REAL()TIME? OR INTERACTIVE? OR CHAT? OR ICQ OR IRC OR IM OR INSTANT()MESSAG? OR VIDEOCONFERENC? OR V- IDEO()CONFERENC? OR CUCME OR CUSEEME OR CU()SEE()ME)
S18	20	S17 AND (S10 OR S11 OR S12 OR S13 OR S14 OR S15)
S19	24	(HUMAN? OR PERSON? OR INDIVIDUAL) AND (S10 OR S11 OR S12 OR S13 OR S14 OR S15)
S20	31	S6 OR S9 OR S16 OR S19
S21	30	RD (unique items)
S22	17	S21 NOT PY>1998
S23	11	S22 NOT PD>980322

File 278:Microcomputer Software Guide 2000/Sep
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File 634:San Jose Mercury Jun 1985-2000/Sep 15
(c) 2000 San Jose Mercury News

File 256:SoftBase:Reviews,Companies&Prods. 85-2000/Aug
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S4	570513	AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
S5	2593856	INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?
S6	1	S2 AND S3 AND S4 AND S5
S7	2	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
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S9	124719	S2 OR S8
S10	3	S9 AND S3 AND S4 AND S5 AND (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR BASE?))
S11	5	S9 AND S3 AND S4 AND (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR BASE?))
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S13	257	S12 AND (S4 OR S5)
S14	25	S12(S)S4
S15	27	S6 OR S7 OR S10 OR S11 OR S14
S16	9	S15 AND IC=G06F?
S17	9	IDPAT (sorted in duplicate/non-duplicate order)
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File 347:JAPIO Oct 1976-2000/May(UPDATED 000915) (c) 2000 JPO & JAPIO		
File 350:Derwent 1963-2000/UD,UM &UP=200045 (c) 2000 Derwent Info Ltd		

foreign
Patent
Files

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S4	9837997	AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
S5	539608	S4(10N) (INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?)
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S7	50927	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
S8	11596	S2(S) (CARTOON? OR AVATAR? OR SKIN? OR WIZARD? OR CARICATUR- E? OR ANIMATED? OR HOLOGRA? OR IMAGE? OR GRAPHIC? OR CHARACTE- R? OR VIDEO)
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S10	4086	S3 AND S7
S11	665	S3 AND S8
S12	582	S3(S)S8
S13	1244	S5 AND S8
S14	1491	S5(S)S7
S15	334	S5(S)S8
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File	623:Business Week	1985-2000/Sep W2 (c) 2000 The McGraw-Hill Companies Inc
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	275:Gale Group Computer DB(TM)	1983-2000/Sep 21 (c) 2000 The Gale Group
File	624:McGraw-Hill Publications	1985-2000/Sep 21 (c) 2000 McGraw-Hill Co. Inc
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File	636:Gale Group Newsletter DB(TM)	1987-2000/Sep 21 (c) 2000 The Gale Group
File	621:Gale Group New Prod. Annou. (R)	1985-2000/Sep 21 (c) 2000 The Gale Group
File	16:Gale Group PROMT(R)	1990-2000/Sep 21 (c) 2000 The Gale Group
File	610:Business Wire	1999-2000/Sep 21 (c) 2000 Business Wire.
File	148:Gale Group Trade & Industry DB	1976-2000/Sep 21 (c) 2000 The Gale Group
File	20:World Reporter	1997-2000/Sep 21 (c) 2000 The Dialog Corporation plc

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- Help you make gift selections any time of year, including ho time
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and credit card number

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They're available to help you 7 days a week.

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Set	Items	Description
S1	0	AU=(LAUFFER, R? LAUFFER R?)
S2	10196	(ONLINE? OR VIRTUAL? OR ROBOT? OR BOT? OR SHOPBOT? OR EBOT- (3N) (ADVISOR? OR AGENT? OR SALES() (PERSON? OR CLERK?) OR SA- LESPERSON? OR SALESCLERK? OR ASSISTAN? OR EXPERT? OR HELP? OR MAVEN? OR ADVICE?)
S3	239	S2(10N) (REALTIME? OR REAL() TIME? OR INTERACTIVE? OR CHAT? OR ICQ OR IRC OR IM OR INSTANT() MESSAG? OR VIDEOCONFERENC? OR VIDEO() CONFERENC? OR CUCME OR CU() SEE() ME OR CUSEEME)
S4	890598	AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
S5	52891	S4(10N) (INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?)
S6	5	S3(S) S5
S7	848	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD() WIDE() WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
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S9	5	S3 AND S5
S10	38	S3 AND S7
S11	59	S3 AND S8
S12	58	S3(S) S8
S13	70	S5 AND S8
S14	47	S5(S) S7
S15	69	S5(S) S8
S16	7	S3 AND S7 AND S8
S17	170	S2(5N) (REALTIME? OR REAL() TIME? OR INTERACTIVE? OR CHAT? OR ICQ OR IRC OR IM OR INSTANT() MESSAG? OR VIDEOCONFERENC? OR V- IDEO() CONFERENC? OR CUCME OR CUSEEME OR CU() SEE() ME)
S18	64	S17 AND (S10 OR S11 OR S12 OR S13 OR S14 OR S15)
S19	39	(HUMAN? OR PERSON? OR INDIVIDUAL) AND (S10 OR S11 OR S12 OR S13 OR S14 OR S15)
S20	48	S6 OR S9 OR S16 OR S19
S21	47	RD (unique items)
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S23	34	S22 NOT PD>980322
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File	35	Dissertation Abstracts Online 1861-2000/Jul (c) 2000 UMI
File	583	Gale Group Globa (c) 2000 The Gal
File	2	INSPEC 1969-2000 (c) 2000 Institu
File	65	Inside Conferenc (c) 2000 BLDSC
File	233	Internet & Pers (c) 2000 Info.
File	99	Wilson Appl. Sc (c) 2000 The HW

Bibliography

Database

S1 0 AU=(LAUFF, R? LAUFFER R?)
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 ?) (3N) (ADVISOR? OR AGENT? OR SALES() (PERSON? OR CLERK?) OR SA-
 LESPERSO? OR SALESCLERK? OR ASSISTAN? OR EXPERT? OR HELP? OR
 MAVEN? OR ADVICE?)
 S3 483228 REALTIME? OR REAL()TIME? OR INTERACTIVE? OR CHAT? OR ICQ -
 OR IRC OR IM OR INSTANT()MESSAG? OR VIDEOCONFERENC? OR VIDEO(-
)CONFERENC? OR CUCME OR CU()SEE()ME OR CUSEEME
 S4 486783 AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
 S5 825739 INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?
 S6 3576 S2 AND S3 AND S4 AND S5
 S7 446 S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR
 HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR -
 BASE?))
 S8 76359 CARTOON? OR AVATAR? OR SKIN? OR WIZARD? OR CARICATURE? OR -
 ANIMATED? OR HOLOGRA?
 S9 1073 S6 AND S8
 S10 71 S9 AND S7
 S11 15 S2(S)S3(S)S4(S)S5 AND S8
 S12 76 S10 OR S11
 S13 19 S12 AND IC=(G06F? OR H04L? OR H04K? OR H04N?)
 S14 30 S11 OR S13
 S15 30 IDPAT (sorted in duplicate/non-duplicate order)
 S16 30 IDPAT (primary/non-duplicate records only)

File 348:European Patents 1978-2000/Sep W03

(c) 2000 European Patent Office

File 349:PCT Fulltext 1983-2000/UB=20000914, UT=20000831

(c) 2000 WIPO/MicroPat

*File 349: Phase 2 enhancements with current WIPO biblio data now online.

See HELP NEWS 349 for more information.

Foreign Patent
 +
 PCT Files

Set	Items	Description
S1	0	AU=(LAUFFER, R? LAUFFER R?)
S2	21060	(ONLINE? OR VIRTUAL? OR ROBOT? OR BOT? OR SHOPBOT? OR EBOT- (3N)(ADVISOR? OR AGENT? OR SALES() (PERSON? OR CLERK?) OR SA- LESPERSON? OR SALESCLERK? OR ASSISTAN? OR EXPERT? OR HELP? OR MAVEN? OR ADVICE?)
S3	696553	REALTIME? OR REAL()TIME? OR INTERACTIVE? OR CHAT? OR ICQ - OR IRC OR IM OR INSTANT()MESSAG? OR VIDEOCONFERENC? OR VIDEO(-)CONFERENC? OR CUCME OR CU()SEE()ME OR CUSEEME
S4	2868513	AVAIL? OR ONLINE? OR ACTIVE? OR LIVE?
S5	7347550	INDICAT? OR SHOW? OR DISPLAY? OR LOCAT?
S6	260	S2 AND S3 AND S4 AND S5
S7	1401	S2(S) (INTERNET? OR INTRANET? OR WWW OR WORLD()WIDE()WEB OR HOMEPAGE? OR WEBPAGE? OR WEBSITE? OR SITE? OR WEB() (PAGE? OR - BASE?))
S8	589536	CARTOON? OR AVATAR? OR SKIN? OR WIZARD? OR CARICATURE? OR - ANIMATED? OR HOLOGRA?
S9	2	S6 AND S7 AND S8
S10	8	S6 AND S8
S11	6160424	S8 OR GRAPHIC? OR GUI OR CHARACTER? OR IMAGE? OR VIDEO
S12	120	S6 AND S11
S13	45	S6 AND S7
S14	45	S6(S)S7
S15	97	S6(S)S11
S16	1138	S2(S)S3
S17	98	(S14 OR S15) AND S16
S18	12	S2(10N)S3(S)S4(S)S5(S)S7
S19	19	S2(10N)S3(S)S4(S)S5(S)S11
S20	13	S2(10N)S3(S)S14
S21	34	S9 OR S10 OR S18 OR S19 OR S20
S22	32	RD (unique items)
S23	27	S22 NOT PY>1998
S24	27	S23 NOT PD>980322

File 108:Aerospace Database 1962-2000/Sep

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